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Submission: The proposed changes for residential customers are completely unaffordable for households who are already under pressure with stagnated wage growth and rising costs of living. To hike up the fixed charge component unfairly charges those trying to do the right thing by reducing water and wastewater usage. As an apartment owner I feel that there is very little I can do to reduce my water bills. I am lucky that I'm young and working, there are many retirees who reside in my building that will find this huge increase unaffordable which has flow on affects to local businesses.

In relation to Hunter Water's proposed expenditure, this organisation has been promising customers digital billing for the best part of a decade and has not yet been able to deliver. The last few IPART pricing submissions have included this as a justification for increased expenditure we are yet to see any result for our investment.

I also do not accept that population growth is a valid reason to hike existing customers bills up well above inflation levels. Developer contributions should be sought to pay for the establishment of services for new customers. Existing customers should only be expected to pay for what their service costs.